DOCUMENT RESUME

ED 389 843 CE 069 940

TITLE Travel Services, Levels 2-4. Travel Services (Field Operations), Levels 2-4. National Vocational Qualifications.

INSTITUTION Business and Technology Education Council, London (England).

PUB DATE May 94

NOTE 26p.; This document consists of two separate NVQs grouped together because of closely related subject matter. For other such NVQ "packages," see CE 069 934-942.

AVAILABLE FROM SPS (BTEC Order Dept.) Airfield Industrial Estate, Warboys, Huntingdon, Cambridgeshire, PE17 2TB, England, United Kingdom (order codes: Z-145-4, Z-147-4).

PUB TYPE Guides - Non-Classroom Use (055)

EDRS PRICE MF01/PC02 Plus Postage.

DESCRIPTORS Business Administration; *Certification; Competence; Competency Based Education; *Credentials; Educational Certificates; Employment Qualifications; Foreign Countries; *Job Skills; On the Job Training; Postsecondary Education; Recreational Activities; Standards; *Tourism; Transportation; *Travel

IDENTIFIERS *National Vocational Qualifications (England)

ABSTRACT

Britain's National Vocational Qualifications (NVQs) are work qualifications that measure what an employee or potential employee can do as well as how much he or she knows and understands about a particular job. Used as written proof of usable workplace skills that can be put to profitable use by an employer, NVQs range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills, providing a way to develop skills and build a career ladder that benefits both employer and employee. This packet contains NVQ competency lists for the following areas of travel services: (1) travel services, levels 2-4 (supervision and management of travel services); and (2) travel services (field operations), levels 2-4 (field operations of travel services, supervising travel services, and tour directing). (KC)

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ED 389 843

Travel Services, Levels 2-4
Travel Services (Field Operations), Levels 2-4
National Vocational Qualifications

Business and Technology Education Council
London, England

U.S. DEPARTMENT OF EDUCATION
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NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Travel Services

3

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NVQs – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there's a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVQs, but there's no laid-down course of study: someone – anyone of any age, provided they're over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone's ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.

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Travel Services
NVQ Level 2

Providing routine travel services information and advice

Provide routine information and advice to travel services customers

Assist customer selection of specific routine products or services

Completing sales of routine travel services bookings

Implement bookings for routine travel services arrangements

Issue documentation relating to routine travel services bookings

Assisting with the establishment, maintenance and enhancement of customer satisfaction

Assist with maintaining and enhancing customer satisfaction

Assist with resolving customer complaints

Enhancing own work performance

Develop self to enhance performance

Organise own work

Creating and maintaining business relationships

Create and maintain professional working relationships with other members of staff

Create and maintain professional relationships with customers and clients

Mail handling

Receive, sort and distribute incoming/internal mail

Prepare for despatch outgoing/internal mail

Storing and supplying information

Maintain an established filing system

Supply information for a specific purpose

Communicating information

Process incoming and outgoing business telephone calls

Receive and relay oral and written messages

Supply information for a specific purpose

Draft routine business communications

Telecommunications and data transmission

Process incoming and outgoing telephone calls using a multiline or switchboard system

Transmit and transcribe recorded messages

Transmit and receive copies of documents electronically

Assisting with minimising problems and emergencies affecting customers

Assist with minimising customer problems

Assist with the implementation of emergency procedures

Arranging routine air travel bookings

Arrange routine air travel bookings

Implement routine air travel bookings

Issue routine air travel tickets and associated documents

Arranging routine rail bookings

Arrange rail travel

Implement bookings for rail services

Issue rail travel tickets, vouchers and associated documents

Processing payments

Make and record petty cash payments

Receive and record payments and issue receipts

Prepare for routine booking transactions

Travel Services
NVQ Level 3

Mandatory Units

Providing information and advice on tailored travel services arrangements

Provide information and advice on tailored travel services arrangements

Assist customer selection of specific tailored products or services

Completing sales of tailored travel services bookings

Implement bookings for travel services products or services

Issue tickets, vouchers and associated documents related to tailored travel services bookings

Contributing to the promotion of travel services business

Contributing to the promotion of travel services business

Implement promotional activities to develop travel services business

Evaluate promotional activities

Contributing to establishing, maintaining and enhancing customer satisfaction and loyalty

Contribute to maintaining and enhancing customer satisfaction and loyalty

Contribute to resolving complex customer complaints

Contributing to the maintenance of standards of travel services supplies

Identify variations in travel services supplies

Contribute to resolving variations in travel services supplies

Enhancing own performance at work

Contribute to planning work activities and methods to achieve objectives

Organise and enhance own work

Develop oneself within the job

Create, maintain and enhance productive working relationships

Create and enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Maintain services and operations to meet quality standards

Maintain services and operations

Maintain the necessary conditions for an effective and safe work environment

Optional Units

Contributing to minimising problems and emergencies affecting customers

Provide assistance to minimise customer problems

Implement emergency procedures

Constructing and processing tailored cruise holiday bookings

Construct tailored cruise holiday arrangements

Implement tailored cruise holiday bookings

Distribute tailored cruise holiday tickets and associated documents

Constructing and processing complex air travel bookings

Construct complex air travel bookings

Implement complex air travel bookings

Issue complex air travel tickets and associated documents

Contributing to securing travel services supplies

Identify potential suppliers for future contract or purchasing purposes

Effect the provision of pre-contracted travel services supplies

Purchase ad-hoc travel services supplies

Travel Services (Supervising) NVQ Level 3

Contributing to minimising problems and emergencies affecting customers

Provide assistance to minimise customer problems

Implement emergency procedures

Contributing to establishing, maintaining and enhancing customer satisfaction and loyalty

Contribute to maintaining and enhancing customer satisfaction and loyalty

Contribute to resolving complex customer complaints

Contributing to the maintenance of standards of travel services supplies

Identify variations in travel services supplies

Contribute to resolving variations in travel services supplies

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Create, maintain and enhance productive working relationships

Create and enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Contribute to the planning, monitoring and control of resources

Plan for the use of resources

Monitor and control the use of resources

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Travel Services (Management) NVQ Level 4

Minimising problems and emergencies affecting customers

Provide assistance to resolve customer problems

Implement emergency procedures

Establishing, maintaining and enhancing customer satisfaction and loyalty

Maintain and enhance customer satisfaction and loyalty

Resolve complex customer complaints

Maintaining the standards of travel services supplies

Identify variations in travel services supplies

Resolve variations in travel services supplies

Contribute to the recruitment and selection of personnel

Define future personnel requirements

Contribute to the assessment and selection of candidates against team and organisational requirements

Develop teams, individuals and self to enhance performance

Develop and improve teams through planning and activities

Identify, renew and improve development activities for individuals

Develop oneself within the job role

Plan, allocate and evaluate work carried out by teams, individuals and self

Set and update work objectives for teams and individuals

Plan activities and determine work methods to achieve objectives

Allocate work and evaluate teams, individuals and self against objectives

Provide feedback to teams and individuals on their performance

Create, maintain and enhance effective working relationships

Establish and maintain the trust and support of one's subordinates

Establish and maintain the trust and support of one's immediate manager

Establish and maintain relationships with colleagues

Identify and minimise interpersonal conflict

Implement disciplinary and grievance procedures

Counsel staff

Recommend, monitor and control the use of resources

Make recommendations for expenditure

Monitor and control the use of resources

Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Record and store information

Exchange information to solve problems and make decisions

Lead meetings and group discussions to solve problems and make decisions

Contribute to discussions to solve problems and make decisions

Advise and inform others

Contribute to the implementation of change in services, products and systems

Contribute to the evaluation of proposed changes to services, products and systems

Implement and evaluate changes to services, products and systems

Provide a meetings service
Providing visa and passport services
Providing foreign exchange and currency services
Planning, developing and implementing activities to promote travel services business
Establishing, promoting and developing new business
Promoting and developing new business
Planning and developing travel services products and services;
Contributing to the development of travel services products and services
Contracting for the provision of travel services supplies
Languages

BTEC also offers NVQ Level 3 in Customer Service

BTEC – builds better qualifications for work

BTEC is the Business & Technology Education Council, an independent body which awards National Vocational Qualifications (NVQs).

BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

1st Edition
May 1994
Issued by the Marketing
Services Department
Order code Z-145-4
Further copies of this leaflet are available free from
Publications Despatch, BTEC, Central House,
Upper Woburn Place, London WC1H 0HH

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BTEC

NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Travel Services (Field Operations)

LEVELS

2-4

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Travel Services (Field Operations) NVQ Level 2

Providing basic on-site information, advice and assistance for tourists

Provide basic on-site information and advice

Provide basic on-site assistance to customers

Assisting in resolving on-site emergencies

Take action to assist the resolution of emergency situations

Assist with the implementation of emergency procedures

Leading groups of tour customers

Give instructions to groups of tour customers

Maintain discipline in groups of tour customers

Selling travel related products and services on-site

Assist customer selection of specific products or services on-site

Complete sales of goods and services on-site

Assisting with promotional activities

Develop material to support local promotional activity

Implement local promotional activities to develop travel services business

Evaluate local promotional activities

Assisting with the establishment, maintenance and enhancement of customer satisfaction

Assist with maintaining and enhancing customer satisfaction

Assist with resolving customer complaints

Assisting in securing travel services supplies

Effect the provision of pre-contracted travel services supplies

Purchase ad-hoc travel services supplies

Assisting with the maintenance of standards of travel services supplies

Identify variations in travel services supplies

Enhancing own work performance

Develop self to enhance performance

Organise own work

Creating and maintaining business relationships

Create and maintain professional working relationships with other members of staff

Create and maintain professional relationships with customers and clients

Processing payments

Make and record petty cash payments

Receive and record payments and issue receipts

Prepare for routine banking transactions

Communicating information

Process incoming and outgoing business telephone calls

Receive and relay oral and written messages

Supply information for a specific purpose

Draft routine business communications

Travel Services (Field Operations) NVQ Level 3

Preparing and providing on-site information, advice and assistance for groups

Provide on-site information and advice

Provide on-site assistance on travel services matters

Resolving on-site emergencies

Take action in on-site emergency situations

Implement on-site emergency procedures

Planning tours

Agree tour briefs with clients

Plan itineraries for tour customers

Presenting information on areas for groups

Present information on areas for groups

Evaluate own presentations of information on areas for groups

Leading tour groups

Give instructions to tour groups

Maintain discipline in tour groups

Contributing to on-site promotions

Plan activities to promote travel services business

Develop material to support local promotional activity

Implement local promotional activities to develop travel services business

Evaluate local promotional activities

Contributing to establishing, maintaining and enhancing customer satisfaction and loyalty

Contribute to maintaining and enhancing customer satisfaction and loyalty

Contribute to resolving complex customer complaints

Contributing to the maintenance of standards of travel services supplies

Identify variations in travel services supplies

Contribute to resolving variations in travel services supplies

Enhancing own performance at work

Contribute to planning work activities and methods to achieve objectives

Organise and enhance own work

Develop oneself within the job

Create, maintain and enhance positive working relationships

Create and enhance positive working relationships with colleagues

Maintain and enhance positive working relationships with one's manager

Contribute to the planning, monitoring and control of resources

Plan for the use of resources

Monitor and control the use of resources

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Maintain services and operations to meet quality standards

Maintain services and operations

Maintain the necessary conditions for an effective and safe work environment

Travel Services (Supervising) NVQ Level 3

Contributing to minimising problems and emergencies affecting customers

Provide assistance to minimise customer problems

Implement emergency procedures

Contributing to establishing, maintaining and enhancing customer satisfaction and loyalty

Contribute to maintaining and enhancing customer satisfaction and loyalty

Contribute to resolving complex customer complaints

Contributing to the maintenance of standards of travel services supplies

Identify variations in travel services supplies

Contribute to resolving variations in travel services supplies

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Create, maintain and enhance productive working relationships

Create and enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Contribute to the planning, monitoring and control of resources

Plan for the use of resources

Monitor and control the use of resources

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Travel Services (Tour Directing) NVQ Level 4

Researching complex information for leisure tour customer groups

Establish and maintain contacts and sources of information

Research areas for interpretation to leisure tour customers

Contextualise leisure tour information for areas or customer groups

Conducting tours for diverse tour groups

Interpret areas for diverse tour groups

Make presentations on areas for diverse tour groups

Evaluate interpretations and presentations of areas

Leading international tour groups

Give instructions to international tour groups

Maintain international tour group discipline

Planning, developing and implementing on-site promotions

Plan activities to promote travel services business

Develop material to support local promotional activity

Implement promotional activities to develop travel services business

Evaluate promotional activities

Establishing, maintaining and enhancing customer satisfaction and loyalty

Maintain and enhance customer satisfaction and loyalty

Resolve complex customer complaints

Purchasing travel services supplies

Identify potential suppliers of travel service supplies

Purchase ad-hoc travel services supplies

Maintaining the standards of travel services supplies

Identify variations in travel services supplies

Resolve variations in travel services supplies

Enhancing own performance in the work role

Plan activities and determine work methods to achieve own work objectives

Allocate work and evaluate self against own work activities

Develop oneself within the job role

Creating, maintaining and enhancing good working relationships

Establish and maintain the trust and support of one's manager

Establish and maintain good working relationships with colleagues

Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Record and store information

Exchange information to solve problems and make decisions

Lead meetings and group discussions to solve problems and make decisions

Contribute to discussions to solve problems and make decisions

Advise and inform others

Maintain and improve service and product operations

Maintain operations to meet quality standards

Create and maintain the necessary conditions for productive work

Contribute to the implementation of change in services, products and systems

Contribute to the evaluation of proposed changes to services, products and systems

Implement and evaluate changes to services, products and systems

Additional Units may also be available in:

Contracting for the provision of travel services supplies

Languages

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